



## **PATIENT RIGHTS AND RESPONSIBILITIES**

At Gaston Eye & Laser Center, we believe that our patients have the following rights:

1. Patients may expect to be treated courteously and with respect, consideration, dignity and compassion by all who provide care.
2. Patients may expect privacy and safe physical surroundings while in the surgical suite.
3. Patients may expect that all information, communication and records related to their care will be treated confidentially.
4. Patients will be informed of their diagnosis, options for treatment and the likely outcomes of those options.
5. Patients may expect to receive instructions related to their care upon discharge.
6. Patients may expect that all personnel providing care will be current in their knowledge and skills and be licensed or certified as required.
7. Patients may review a copy of their bill regardless of who pays for the services.
8. Patients will not be discriminated against on the basis of race, religion, nationality, sex, age, handicap, marital status, or source of payment.
9. Patients have the right to refuse to participate in experimental research should such research be conducted.
10. Patients have the right to decide who provides their care. In the event the patient wishes to change providers, our center will facilitate the transfer of all medical records to such provider.
11. Patients are informed about advance directives, as required by prevailing laws and regulations.
12. Patients have the right to report any grievances to the Institute or state and federal agencies. Patients can report to the following: North Carolina Medical Complaint Board; 1-800-253-9653 ext. 236 or ext. 261; Accreditation Association for Ambulatory Health Care; 847-853-6060, [www.aaahc.org](http://www.aaahc.org); or Practice Manager for Gaston Eye and Laser Center; 704-853-3937 ext. 132.

At Gaston Eye & Laser Center, we believe the patients have the following responsibilities to the facility:

1. Patients are responsible to the healthcare provider, to provide to the best of his/her knowledge, accurate and complete current and past health history, any medications taken, including over-the-counter products and dietary supplements, and allergies or sensitivities.
2. Patients are responsible for reporting unexpected changes in his/her condition to the healthcare provider.
3. Patients are responsible for reporting to the healthcare provider that the planned course of treatment and expected outcomes are fully understood.
4. Patients are responsible for following a treatment plan, and remaining compliant throughout the course of treatment.
5. Patients are responsible for keeping appointments, and if unable to do so, to notify the facility in a timely manner.
6. Patients are informed of the responsibility to provide a responsible adult to provide transportation home and to remain with him/her as directed by the provider or as indicated on discharge instructions.
7. Patients are responsible for his/her actions if he/she refuses treatment for any reason or refuses to follow given instructions regarding their treatment.

8. Patients are responsible for fulfilling financial obligations for his/her healthcare as agreed by the healthcare provider/ facility.
9. Patients are responsible for conducting themselves appropriately while in the facility and to behave respectfully toward all health care professionals and staff, as well as other patients and visitors.
9. Patients are responsible for informing their healthcare provider about any living will, medical power of attorney, or other directive that could affect his/her care.